COST OF OWNERSHIP

Mobile management is going places

Overlooked amid desktop administration advances, tools debut to embrace laptop systems

By Monica Snell

Managers scrambling to keep up with mobile users will soon have tools to help administer the wandering capital expenditures.

This month, XcelleNet Inc. and Callisto Software Inc. will release tools that address mobile- management black holes such as software distribution, asset monitoring, and backup. The new class of products will take into account laptop-specific issues--such as low-bandwidth links and sporadic user connections--that make the traditional desktop-management tools unsuitable for portable computers.

The products address a problem that has been largely ignored.

Until now, said Ken Dulaney, vice president of mobile computing at Gartner Group Inc., a market-research company in Stamford, Conn., "the [management software] developers only thought of the desktop and forgot about mobile computers."

"The theories and ideas for desktop management are failing in the mobile arena."

According to Gartner Group, exclusive of the network costs, companies spend about $11,000 a year per mobile computer. With one in five PCs a notebook, mobile-management tools are sorely needed.

Out of the loop
One of the areas in which traditional desktop-management tools have been found lacking is software distribution, said Joe Flattery, senior programmer analyst for sales automation at Chanel Inc.'s fragrance and beauty line in Piscataway, N.J. "With traditional tools, when communication [between the server and laptop] is dropped you are back to square one," because the transmission must be resent from the begin ning, he explained.

Mobile connections are not always faultless, so re-sending the entire package can raise communications costs as well as end-user frustration, which will lead the mobile user to stop downloading updated applications.

Flattery, who manages more than 150 mobile sales

representatives, said the users
dial in to Chanel's network
through a toll-free number to
send in order status and
account data, and to download
new product and discontinued
item information. In addition,
the mobile users must dial in
to get updates to their
applications, which include
Microsoft Word and Excel and
Symantec Corp.'s Norton
AntiVirus software. He said it
is important that the main
office know what is on the
laptops to ensure that the
information is up-to-date.

To distribute the applications
and determine what files the
mobil e users have on their
laptops, Chanel has implemented
XcelleNet's Software Manager
and Session Manager to install
and administer the files. "The
tools allow us to remotely
validate the subdirectories on
the machines to make sure the
necessary files are there,"
said Flattery. In addition,
Flattery used the scripting
capabilities in Session Manager
to create "dummy files" that
are sent back to his management
console to inform him when the
application update has been
successfully completed.

Software Manager and Session
Manager are two of the new
management modules XcelleNet
made commercially available
this month. Other management
modules also expected to be
released this month include its
RemoteWare Inventory Manager,
RemoteWare AntiVirus Manager,
and RemoteWare Backup Manager
management modules. These tools
follow the October announcement

from the Atlanta-based company
that it will shift its focus
from a remote connectivity
remote-management.

Tailored for travel
One of the ways XcelleNet's
modules differ from desktop
tools is that they incorporate
compression techniques and let
much of the work be conducted
offline. These features are an
attempt to counteract the low-
bandwidth issues in a mobile
environment.

For example, with Microsoft
Systems Management Server
(SMS), a manager would build
the package in SMS, move it to
a server, and then run a setup
installation over the LAN, said
Bob McGowan, director of
product management at
XcelleNet. "In a 10Mbps
environment, that's not a
problem, but when you're mobile
[it is]," he said.

According to McGowan,
RemoteWare modules send the
application or anti-virus
software in a compressed format
and the mobi le user
disconnects from the LAN before
the application is installed.
In addition, if the
transmission is interrupted,
when the next session is
started, the transfer picks up
from where it left off.

The RemoteWare Backup Manager
is also designed to function in
a low-bandwidth, remote
environment because it sends
only information that has been
altered since the last backup
session.

Although pricing for all the modules is not set, the RemoteWare Software Manager will start at $5,000 for 100 licenses.

Callisto is also planning to enter the mobile systems management market with its flagship product, Orbiter. Expected to be announced today, Orbiter provides system inventory, change analysis, and job-scheduling capabilities. It uses agent technology to let both the mobile user and the systems manager complete tasks while th e computer is offline.

The job-scheduling feature, for example, lets the administrator predefine when certain tasks, such as hard drive defragmentation, should occur. Client agent software will perform the action without being connected, and the next time the user logs on, the agent sends notice to the Orbiter server that the task was completed.

In addition, trouble-shooting managers can use Orbiter to view a mobile PCs' configuration offline. The Change Analysis capability uses the agents to collect snapshots of the clients' Registry and systems files. The man- ager can use this information to detect changes to the system by comparing it to previous configuration views stored on the server.
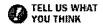
Orbiter will provide software-distribution capabilities in future releases, said Paul Hartgi, president and CEO of

the Wheaton, Ill.-based
company. Backup capabilities
are also expected to be added
to the tool, he said.

The Orbiter server is priced at
$5,000, and the clients start
at $3,750 for 25 licenses.

For more information, contact
XcelleNet at (770) 804-8100,
(800) 322-3366, fax (770) 804-
8102;
http://www.xcellenet.com .
Contact Callisto at (630) 682-
8200, fax (630) 682-8374;
http://www.callisto.com .

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US-PAT-NO: 5079628

DOCUMENT-IDENTIFIER: US 5079628 A

TITLE: Network system for transmitting data by radio signals

---------- KWIC ---------

Assignee Name - ASNM (1):
  Kabushiki Kaisha **Toshiba**

Detailed Description Text - DETX (6):
   An arrangement of each work station will be described below with reference
to FIG. 2. In FIG. 2, CPU 11, **main memory** 12, keyboard controller 13, external
memory controller 14, VRAM (video memory, image memory) 15, display circuit 16,
control memory 17, and transmit/receive circuit 18 are **connected to system bus**
22. Antenna ANT is connected to circuit 18. Keyboard unit 19 is connected to
keyboard controller 13. Plasma display panel (PDP) 2.sub.1 is connected to
display circuit 16.

address delection + radio txt

abnnrmal time = reset (true) ~ i.e nonactivation time

Active to connect w/manual
inactive to discon

5463663
5-937201
active
turned on
turn -on
Control terminal
Command

US-PAT-NO: 5463663

DOCUMENT-IDENTIFIER: US 5463663 A

TITLE: Controlling synchronization in a system having a
              plurality of units when a unit is disconnected from or
              connected to the system that is active

---------- KWIC ---------

Detailed Description Text - DETX (37):
   The operation of the thus constructed communication control system in
several cases will be described. If, for example, the main processor unit 41
is disconnected from the system that is active, it is possible to immediately
transmit a control system **reset signal to the main memory** unit 42 and
immediately transmit a **system bus** interface stop signal to the **system bus**
interface circuit of each of the units 43 and 45 when a power on**/reset signal**
(the control signal A) from the **main memory** unit 42 is OFF, or a power on**/reset**
signal (the control signal B) from the main processor unit 41 is OFF prior to
the complete disconnection of the main processor unit 41.

US-PAT-NO: 5237609

DOCUMENT-IDENTIFIER: US 5237609 A

TITLE: Portable secure semiconductor memory device

---------- KWIC ---------

Detailed Description Text - DETX (26):
   In practicing the invention, the information latched into the respective
internal and external latches 60b, 60a is compared in comparator section 60c on
a bit-by-bit basis. When a match is detected, a high logic signal is provided
on the output (designated A+B), and that signal is applied as a trigger input
to a security comparison latch circuit 85. It is seen that the latch circuit
has a **reset** input driven by a resistor/capacitor combination 86 which serves to
reset the latch 85 whenever the card is inserted into an external terminal and
external power applied to the power **bus** 111. After the capacitor within the
combination 86 charges, the **reset** signal is removed. However, the latch
circuit 85, whenever it is first inserted into a terminal, always starts with
the Q output low due to the **power-on reset** function just described. The D
input of the latch is maintained in the high condition, however, such that
whenever the latch is triggered, the Q output will switch high. The latch 85
is preferably of the positive edge trigger type such that a positive edge
occasioned by a match detected in comparator 60c will cause triggering of the
latch 85 to drive the Q output thereof high. Since the Q output is connected
to the line 31, it will be appreciated that the enabling signal provided on
that line is sensed in the main portion 1a (see FIGS. 1 and 2) of the portable
memory deviced to enable **access to the main memory** 4 by way of the interface
bus 140. That condition will remain effective for so long as power continues
to be applied to the card. However, after the card is removed from the
terminal, the capacitor 86 will discharge, requiring a new **power-on reset**
operation whenever the card is again inserted in a terminal, switching the Q
output of latch 85 low until a valid security check is again performed.